Relias Web Training Administrator

Resource Packet

2014

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Welcome to Relias Learning:

Since 2013 the web-based training platform used by DIDD and waiver service providers has been the Relias Learning Management System (RLMS). RLMS' platform will be used to organize learners, assign courses and curriculum, send automatic email alerts on training which is coming due, create rosters for classroom training, and generate reports. There are Webinars on the DIDD website under the training tab which will walk you through creating a learner, assigning courses and curriculum, the SHARE functionality and using reports. Use this link to access those webinars http://www.tn.gov/didd/training/index.shtml .

Established agencies have downloaded the majority of their staff into the Relias training system so new learners can be added one at a time by creating User ID's. If your agency is new to Relias and you have several staff (more than 10) that need to be downloaded into Relias; there is an Excel spreadsheet used for that process in the appendix of this document and a webinar on that process on the DIDD website which you can access by following the link in the previous paragraph.

We welcome new training administrators and encourage you to familiarize yourself with the DIDD training website. There is a cross walk of web-based course material previously used (the College of Direct Support) and how that compares to Relias course work. There is also a link to the Tennessee DIDD Staff Development Plan and Resource Guide that addresses DIDD training requirements.

Relias has a catalog of courses with many recognized by certifying agencies, which offer continuing education unit (CEU) or continuing education credit (CEC), for completion which can be used toward various professional certifications. We suggest you explore the catalog as you are free to choose any courses offered in addition to those chosen by the Department as required training and listed on the DIDD website. Each agency can develop its own training plan for their staff.

The help desk for Relias questions and issues is DIDD.ISQA@tn.gov and the phone number for that help desk is 855-212-7627.

Naming Convention - User ID's:

The proper naming convention for creating a user is **the first initial of the first name + last name + last four digits of social security number.** If that ID is already being used you will see a warning alert that states the ID is already in the system. In order to have the learner in your agency so you can assign training and run reports with that learner you will need to create a user profile with an alternate ID. See below for the recognized alternate User ID's.

Last 4 of social + first initial first name + entire last name   (1234jdoe) - 1st alternate ID if previous ID is not available

First initial first name + last four of social + entire last name   (j1234doe) - 2nd alternate ID if previous ID is not available

First name + last 4 SSN + last name   (john1234doe) - 3rd alternate ID if previous ID is not available

First name + last name + last four of social security number (johndoe1234) - 4th alternate ID if previous ID is not available

When new staff are entered into Relias, try the approved alternate ID naming conventions in the order listed above.   If you try all four and still get an error message, contact the DIDD.ISQA@tn.gov help desk for assistance.

Hierarchy Folders and Alerts:

Relias ELM allows you to organize your staff in a large variety of ways by putting learners into folders. These can be by location like a home or job site, or by work groups under a certain supervisor. By choosing someone in the folder and designating them as a supervisor you are telling the system to send email alerts to that person when training is becoming due for persons in their folder. The system will alert that supervisor by email once a week even as it alerts the individual. For agencies who do not assign email addresses to direct support staff, this folder system alert process makes sure someone knows the training is becoming due so compliance can be maintained.

The SHARE functionality:

Sometimes a staff person (learner) may work for more than one provider agency. The process for moving or sharing a learner in the Relias System has changed. DIDD will no longer move learners in the Relias System in order for the prior agency to maintain the learner transcript in their reports for inactive learners' training that was completed while at that agency.   In order for multiple agencies to see the electronic transcript for those shared staff/learners, Relias has created a "Master Account" for learners. This Master Account will allow the learner the capability to share their training information with multiple agencies. The great advantage to this new feature is the capability to share your training records with multiple agencies that you might work for during the course of your career. This shared account is explained in a webinar which can be found within in the Relias system and on the DIDD website by following this link: **http://video.essentiallearning.com/EL/TNDIDD Webinars/TNDIDD_RLMS_ShareFunctionalityOverview.wmv**

There is a letter which should be given to all staff at your agency which explains that the Master Account needs to be created by the learner so their electronic transcript can be shared with all

agencies that need access. The letter goes through the steps for creating a master account and linking it to a personal email account. The letter should be given to all staff. There are links to several free email services on the Relias homepage for the convenience of the learners. There is a copy of the letter in the appendix of this document.

New Agency Instructions:

If your agency is new to Relias, your staff can be added to the RLMS through an Excel spreadsheet upload rather than individually. For instruction and assistance with that bulk upload process contact the Relias Global Administrator in your regional office staff development office, or contact DIDD.ISQA@tn.gov - the process will be explained, forms sent to your agency, and further instruction on the Relias System will be provided. You must have completed the application process and been given a valid site code in order to have access to the Relias web training system. Also, provide a copy of the attached letter to all of your staff as noted in the paragraph above.

Dear Learner:

We are pleased to announce our implementation of a new Internet based staff training and development program; Elevate powered by Relias Learning Management System (RLMS). We have developed a customized training website for the Tennessee Department of Intellectual and Developmental Disabilities that hosts and tracks staff training requirements in an accessible and easy to use format.

In order to log into Relias, you will need to go to the following website:
http://tndidd.training.reliaslearning.com/

Enter your User name and Password:
User Name: jdoe4567 (for John Doe – first initial of first name and entire last name, and last four digits of your SS# - see administrators packet for alternate User ID's if this naming convention will not work)
Password: hello (ID and password are the same as the one for the College of Direct Support if your user name was created correctly)

If you have been assigned any security role like Administrator, Supervisor, or Instructor in the Relias site, you will need to switch to the "Learner" role with a drop down located in the upper right side of your screen in order to access your courses and acquire your own course completions.

The Relias website has many great features including:
- CEUs - almost all of the 200+ courses available for you to take have continuing education credits; you can print your own CEU certificates for license/certificate renewal
- Web-based learning - courses can be taken anywhere with an internet connection
- Self-paced learning - you can take a course in one sitting or in small chunks
- Email notifications - reminders sent to you when required trainings are due, when you register for live class events, or if you are waitlisted for a class and then get that spot
- Username/Password - forgotten username and/or password emailed to you and you can even create your own password after logging in
- Learner Resources - Self-help tab for users that allows you to view a short introductory video about your Learning Management System (LMS), access the Learner Guide or Learner Manual, review the navigation guide for computer courses offered in the site, view the accreditation guide and a document with links to state board websites, and sign up for the live or recorded Site Overview-Learner webinar.

- Discussion - you can contribute to an online discussion with your co-workers about courses you have taken
- Newsfeed - current articles and information about topics such as health, behavioral health, addiction are easily available from your home page
- Announcements - staff announcements and important information are posted on the right side of the home page so check back often

Learner Resources   Please immediately click on this tab located on the main menu after you log in to the Relias site to watch the introductory video and see the other resources listed here:
- Introductory Video (brief video / audio is required)
- Attached you will find a Learner Quick Guide (step-by-step instructions on how to log-on to your site, take courses and use the various features of the system). The Learner Quick Guide can also be found as a link in the Learner Resources tab on the main menu after you log in to the site.
- Learner Manual
- Computer Course Navigation Guide (for Microsoft computer courses)
- Accreditation Guide (Frequently Asked Questions, National/State Accreditation Keys)
- State Board Sheet (listing state boards websites to easily look up continuing education requirements by state and license/certification type)
- An Introductory Video on the SHARE functionality and creation of your master account

Upon logging in, please click on the **Learner Resources** menu and watch the brief (5-6 min) Introductory Video. This will give you an overview of the site and how to take courses.

We are launching the site to staff with a "Welcome to Relias" course assigned as required on your My Learning Page. Please click on this course, watch the instructional video at the beginning of the course and then complete the course and exam. Then you will easily be able to take other courses and practice using the website so that you feel confident and comfortable when requirements are assigned to you. Other courses may be locked until you complete the Welcome to Relias Course.

In the coming weeks, we will begin to assign requirements and use other features of the site, such as registration for our live classroom training events directly from your My Learning Page. Your individualized training plan will let you know exactly what online and classroom courses you need to take to help us meet our staff development goals. In addition, the system also helps us keep track of other employee requirements such as CPR certification, any professional licenses and TB screenings. You will know what training is required, when it is due and once it is completed, you will have a permanent record of your work in the form of a transcript.

We are excited about our "e-learning" program and hope that you will find the convenience of the system and variety of courses offered helpful in meeting your professional development goals.

Sincerely,

Tori Lindsey,
DIDD Director of Staff and Provider Development

Dear Employee,

Welcome to our new Relias Learning web-based training. When you log onto the system to take a course you'll have your own "My Learning" page which will be where you spend most of your time.

At the bottom of this page is sample Learner's "My Learning" page. This is a copy of a page so you may see different colors in our system. There will also be a "Welcome to Relias Learning" course assigned to you that will serve as a general introduction as well as a short video tour that you can click on at: http://video.reliaslearning.com/RLMS/Learner Orientation and Guided Tour.wmv The Welcome to Relias course must be completed before the other assignments are unlocked.

If you have any questions or run into any concerns, please report them to us as soon as possible using the help link in the upper right hand corner of your "My Learning" page.

Thank you,

[Place your Agency trainer Signature Block Here]

Dear Learner:

We are excited to announce our new shared user functionality for your Relias Learning Management System (RLMS) site. If you are a learner in Relias you can now create a master record of all your training. If you work with more than one agency, you are now able to link all your training with multiple agencies. As your training record belongs to you (the learner), not any specific agency, this will allow you to share your transcript from the master account you create per the instructions in this letter. The great advantage to this new feature is the capability to share your training records with multiple agencies that you might work for during the course of your career. This will decrease your time in repeating courses that you have completed and allow you to add classes to your training transcript that you have taken in addition to required courses, allowing you to track all your own training.

In order to initiate the transcript sharing, you will need a personal email address to utilize for your "master account" (**Free email addresses are offered by hotmail.com, aol.com, yahoo.com and gmail.com. We highly recommend using a personal email address so you can receive email reminders if you forget the password you create for your "master account" and if you change agencies you continue to have access to and control of your own training record from your personal email.)

You will need to create a "master account." The "master account" will join all of your linked RLMS user accounts across all organizations. All of your linked accounts (agencies) will be able to view your content assignments and training history. You can easily do this from your current Relias Learning training site.
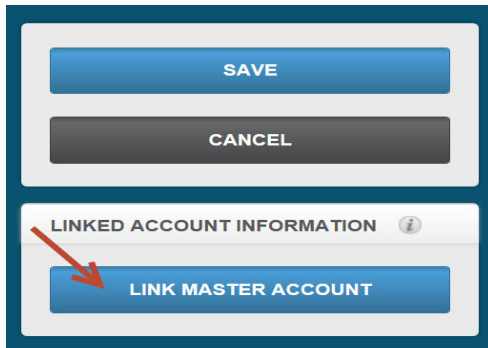
Simply follow the steps below:

1. Once you have logged into your Relias account, click on "My Account" in the top right corner of screen


2. This opens a window with a place to change your personal information.
   Click on the option to "Link Master Account" on right side of this new window. You may have to scroll down to see the box below the save button

3. At the bottom of the new page, enter a personal email address that you would like to use for your master account and click "Continue" at the top right of the picture.
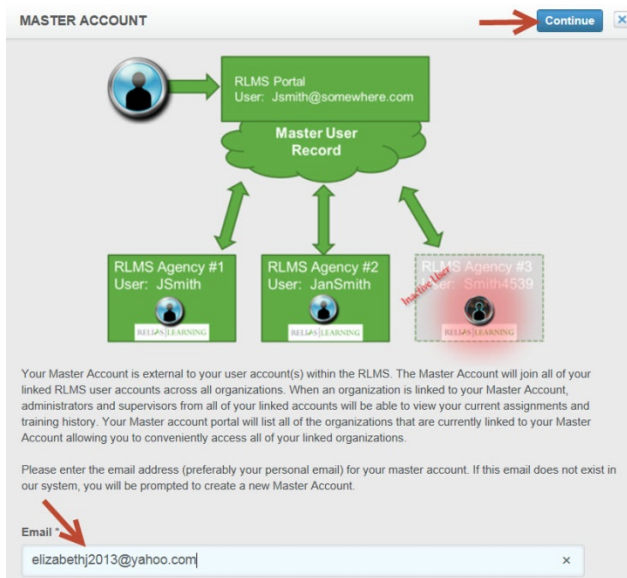
4. Create your master account by entering your name and password on the new screen. The password must be at least 8 letters or numbers but choose something you can remember. Then click "Submit." (**Remember, that your email address is real, but the password entered here does not have to be the same one you use when you access that email account from outside your Relias Training System. It is for this master account training record only and could be simple like the word "password").

5. You will now see the "Linked Account Information" box in your account profile
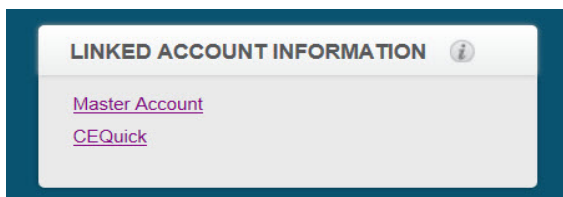
Once you have created your master account, you will be able to link your other user accounts so other agencies can see your complete transcript. Here begins what to do at any other agency with which you choose to share your transcript.

1. Log into your "additional agency" Relias Learning web site and click on "My Account" in the top right corner (note – the URL address for entering Relias may be different for the various agencies as sub-portal agencies have the name of the agency in their web address)

2. Click on the option to "Link Master Account"
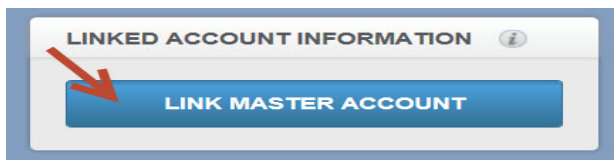
3. Enter your personal email address (which you entered for your master account) at the bottom, and click the "Continue" button at the top right

4. You will get a new window where you can enter just your master account password and click "Submit." The two agency training accounts are now linked.

If you have additional Relias Learning accounts, follow the same process as above while logged into each of the agency's training site. Once you have created the link, your supervisor will receive a notification email. They will then be able to view your complete training history to better manage your specific training plan and assign training as needed.

From your master account, you can view and print your complete transcript, review courses, print certificates, and quickly access linked accounts.

Remember each agency has a unique training address (URL) that was shared with you in the launch letter of that agency.

For assistance contact: DIDD.ISQA@tn.gov or call: #615-391-9835 (Nashville area) #1-855-212-7627 (toll free)